

Table 9a

**Viewpoint that hiring qualified workers and staff is difficult, by selected company characteristics and innovation status: 2001**

(Frequency)

Characteristic	Total	Disagree	Neutral	Agree	Nonresponse
All companies.....	72,400	17,700	35,700	18,700	S
IT.....	9,700	3,100	4,800	1,600	S
Manufacturing.....	3,000	800	1,500	700	S
Communication.....	1,600	600	700	300	S
Computer related services.....	5,100	1,700	2,600	700	S
Non-IT.....	62,700	14,500	30,800	17,100	S
Manufacturing.....	39,300	8,200	20,100	10,800	S
Transportation & public utilities.....	8,500	2,100	3,600	2,800	S
Finance, insurance & real estate.....	11,900	3,700	5,700	2,500	0
Engineering & AAB services.....	2,900	600	1,500	900	S
By revenue size					
\$2.5M to \$4.9M.....	26,500	6,000	13,000	7,400	S
\$5M to \$9.9M.....	17,800	4,400	7,300	6,000	S
\$10M to \$24.9M.....	16,100	4,100	8,900	3,100	S
\$25M to \$50M.....	6,000	1,100	3,700	1,200	S
Above \$50M.....	5,900	2,100	2,800	1,000	S
Innovators <sup>1</sup> .....	34,400	9,800	17,200	7,100	S
IT.....	7,000	2,400	3,400	1,100	S
Manufacturing.....	1,500	400	700	400	S
Communication.....	1,200	500	500	200	S
Computer related services.....	4,300	1,500	2,200	500	S
Non-IT.....	27,400	7,500	13,800	6,000	S
Manufacturing.....	15,300	4,200	7,900	3,000	S
Transportation & public utilities.....	3,700	800	1,600	1,200	S
Finance, insurance & real estate.....	6,900	2,100	3,500	1,300	0
Engineering & AAB services.....	1,500	300	800	400	0
By revenue size					
\$2.5M to \$4.9M.....	11,400	3,300	5,000	2,900	S
\$5M to \$9.9M.....	8,100	2,100	3,800	2,200	S
\$10M to \$24.9M.....	7,700	2,400	4,200	1,000	S
\$25M to \$50M.....	3,500	600	2,400	S	0
Above \$50M.....	3,700	1,400	1,800	S	S
Noninnovators <sup>1</sup> .....	37,000	7,600	18,000	11,200	S
IT.....	2,600	700	1,400	500	S
Manufacturing.....	1,500	400	800	300	0
Communication.....	400	S	200	S	0
Computer related services.....	800	S	400	S	S
Non-IT.....	34,300	6,900	16,600	10,700	S
Manufacturing.....	23,500	4,000	11,800	7,600	0
Transportation & public utilities.....	4,600	1,100	2,000	1,500	S
Finance, insurance & real estate.....	4,800	1,500	2,200	1,100	0
Engineering & AAB services.....	1,400	200	700	400	S
By revenue size					
\$2.5M to \$4.9M.....	14,400	2,600	7,600	4,200	S
\$5M to \$9.9M.....	9,500	2,300	3,400	3,700	0
\$10M to \$24.9M.....	8,400	1,600	4,700	2,100	S
\$25M to \$50M.....	2,500	S	1,300	S	S
Above \$50M.....	2,200	S	S	S	0

<sup>1</sup> Breakdowns by innovation exclude 32 cases, representing 1,100 companies, in which innovator status could not be determined. To be classified as an innovator, the company had to indicate that it had developed a product or process in the past 12 months or believed it would develop a product or process in the next 12 months as a result of IT-based innovation. The survey was conducted during the period July 2001–April 2002.

**KEY:** IT=information technology; AAB=accounting, auditing, bookkeeping; S=suppressed for reasons of reliability due to receiving less than 20 responses

**NOTES:** Responses are to question 3d: "On a scale of 1 to 10, where 1 is strongly disagree and 10 is strongly agree, how much do you agree or disagree with the statement about your company's business environment: 'My company has difficulty hiring qualified staff and workers?'" The category "Disagree" represents a response of 1, 2, or 3 to this question. The category "Neutral" represents a response of 4, 5, 6, or 7 to this question. The category "Agree" represents a response of 8, 9, or 10 to this question. Total nonresponse consists of item nonresponse and don't know responses.

IT is defined as the hardware and software that support the production or use of computer-based information systems, the infrastructure necessary to access such information systems, or data processing services. Companies are classified as IT or Non-IT based on their 4-digit SIC number. IT Manufacturing includes companies with SICs of 3571-3579, 3651, 3661-3679, 3695, 3823-3826. IT Communication includes companies with SICs of 4812-4822, 4832, 4833, 4841-4899. IT Computer related services includes companies with SICs of 7371-7379. Non-IT Manufacturing includes companies with SICs of 2011-3569, 3581-3648, 3652, 3691-3694, 3699-3822, 3827-3999. Non-IT Transportation & public utilities includes companies with SICs of 4011-4231, 4412-4789, 4911-4971. Non-IT Finance, insurance & real estate includes companies with SICs of 6011-6036, 6081-6153, 6159, 6162-6799. Non-IT Engineering & AAB services includes companies with SICs of 8711, 8721.

**SOURCE:** National Science Foundation, 2001 Information Technology Innovation Survey.